



**ONE (Owl North East) Trust &
<NAME> Primary School**

Parent, Carer and Visitor Expectations Policy

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Policy on Promoting Positive Behaviour from Parents, Carers and Visitors

Statement of Principles

The Local Governing Body of <NAME> Primary School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The Local Governing Body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress is contrary to the aims of the school.

Aims:

- That all members of the school community treat each other with respect.

Expectation:

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community.
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults.
- **Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in the withdrawal of permission to be on school premises.**
- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Head Teacher. Please note that incidents of inappropriate behaviour will be logged and shared with the Local Governing Body.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Recording telephone conversations with staff members or recording meetings with staff and/or Governors at the school, without making them aware you are doing it and seeking their permission to capture what could be their personal information and breach their human right to privacy which extends to their workplace.
- Sending demanding, or disrespectful emails to staff members. If you have a concern, please contact the school as soon as possible. We want to work with parents and carers to resolve any concerns as quickly as possible. If your concern cannot be resolved informally, the school has a formal complaint policy and procedures which you can access on the school website or through the school office
- Parents taking a school matter into their own hands eg contacting another parent about a school matter

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the local authority and the police being informed of the incident.

Procedure to be followed if a parent/carers behaves in an unacceptable way towards a member of the school community

The head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher from the school premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carers will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included
3. The Chair of the Local Governing Body will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The Head Teacher and Local Governing Body will take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct. In implementing this policy, the school will, as appropriate, seek advice from the Trust and external education, safeguarding, health and safety and legal departments, to ensure fairness and consistency.

All schools reserve the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned. School is not responsible for organising arrangement for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Yours sincerely

The Head Teachers of ONE (Owl North East) Trust

Mrs Charlton & Mrs Grundy
Knop Law Primary School

Mrs Richardson
Milecastle Primary School

Mr Pickup
Newburn Manor Primary
School

Mrs Hills
Simonside Primary School

Mrs Brown & Mrs Giblin
Throckley Primary School

Mrs Leeming
Waverley Primary School

Mr Johnston
West Denton Primary School

Mrs Russell
Westerhope Primary School

<ADD SCHOOL FOOTER / CONTACT INFO IF DESIRED>